

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES)

RAJYA SABHA
UNSTARRED QUESTION NO.2195
(ANSWERED ON 06.08.2026)

TIMELY RESOLUTION OF CITIZEN COMPLAINTS

#2195. SMT. LAXMI VERMA:

Will the **PRIME MINISTER** be pleased to state:

- (a) whether complaints submitted by citizens to various central institutions and statutory bodies are not being resolved within the prescribed timeline, resulting in citizens facing unnecessary financial, social, and mental hardships;
- (b) if so, the details of complaints pending beyond the prescribed timeline during the last five years, Ministry-wise and the number of officials against whom the departmental disciplinary action has been taken; and
- (c) whether Government is considering to implement any central legislation or national framework, with a view to provide citizens a statutory right for timely grievance redressal?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE
(DR. JITENDRA SINGH)**

(a) to (c): The Government has established robust grievance redressal mechanisms across Ministries/Departments/Organizations of Centre/States, with prescribed timelines of 21 days for disposal of complaints on the Centralised Public Grievance Redress and Monitoring System (CPGRAMS). Continuous monitoring is undertaken through periodic reviews to ensure timely resolution. While a small number of grievances may occasionally exceed the prescribed timelines due to the complexity of issues, inter-departmental consultations, legal proceedings, or the need for detailed verification, sustained efforts are made to minimize delays and ensure that citizens do not face undue hardship. The overall trend indicates steady improvement in the timely disposal of grievances over the years and the average redressal time in Central Ministries/Departments has come down from 32 days in 2021 to 13 days in 2026 (till 15.07.2026), which shows that majority of grievances are being disposed of within prescribed timeline of 21 days. A Review Meeting Module was operationalized in February 2025, to facilitate periodic review of grievance redressal by senior officer in order to closely monitor the pendency. Ministry/Department wise details of grievances pending beyond the prescribed timeline on CPGRAMS during the last five years and the current year are enclosed at **Annexure-I**.

Annexure-I**Details of grievances disposed of within timeline and pending beyond timeline in Central Ministries/Departments/Organization**

Organisation	2021		2022		2023		2024		2025		2026 (till 15th July)	
	Disposal within timeline	Pending beyond timeline	Disposal within timeline	Pending beyond timeline	Disposal within timeline	Pending beyond timeline	Disposal within timeline	Pending beyond timeline	Disposal within timeline	Pending beyond timeline	Disposal within timeline	Pending beyond timeline
Central Board of Direct Taxes (Income Tax)	31357	8007	27972	14024	33364	6768	28620	62972	31864	2610	27719	2680
Central Board of Indirect Taxes and Customs	14252	501	10743	351	9864	56	14094	20865	13458	37	8445	14
Department for Promotion of Industry and Internal Trade	2599	13	2113	11	2046	37	1564	2637	1724	21	1526	10
Department of Administrative Reforms and Public Grievances	296	132	2350	592	2429	1150	4538	8546	4046	185	4604	46
Department of Agriculture and Farmers Welfare	28577	1692	28303	1219	122243	108	105326	138664	50492	119	18663	8
Department of Agriculture Research and Education	2208	95	1903	80	1105	27	888	1553	981	32	700	25

Department of Animal Husbandry, Dairying	1800	55	1313	156	1430	26	929	1592	1713	26	1628	20
Department of Atomic Energy	1492	477	1017	157	929	39	1203	1627	1597	12	715	9
Department of Bio Technology	569	12	280	6	207	3	171	309	144	3	128	7
Department of Chemicals and Petrochemicals	1049	2	438	10	356	8	388	606	472	0	627	0
Department of Commerce	6814	140	4966	180	3556	66	3547	5147	3883	154	1938	23
Department of Consumer Affairs	13059	187	13775	249	12106	237	11583	18072	19357	23	19891	8
Department of Defence	8582	3341	9625	2361	11865	500	13595	19782	17003	86	12718	28
Department of Defence Finance	17464	525	16175	301	10710	319	20278	36060	22099	2324	24617	2435
Department of Defence Production	3074	12	2491	23	1760	93	1211	2065	1195	18	1032	11
Department of Defence Research and Development	1506	17	1255	23	606	13	610	981	551	24	400	8
Department of Economic Affairs ACC Division	5844	343	4281	353	2060	539	1616	3851	1680	428	1320	103
Department of Empowerment of Persons with Disabilities	3099	79	2489	10	2873	7	2618	3344	2946	40	3090	7

Department of Ex Servicemen Welfare	7100	411	10835	489	22190	1448	33623	57455	20347	583	5881	566
Department of Expenditure	4973	54	7191	52	4987	18	1052	1612	1246	61	1043	9
Department of Fertilizers	1635	19	473	37	380	63	327	559	635	5	393	2
Department of Financial Services (Banking Division)	154182	1159	176984	1161	151842	1388	123732	186655	175737	138	157302	95
Department of Financial Services (Insurance Division)	32870	105	28936	115	35596	86	21448	29253	28299	29	20315	22
Department of Financial Services (Pension Reforms)	3420	29	3445	25	3169	25	2655	3303	4188	9	2771	3
Department of Fisheries	323	48	290	20	402	5	245	373	446	1	344	3
Department of Food and Public Distribution	5085	23	4914	9	6656	12	10779	13481	11329	1166	7751	1046
Department of Health & Family Welfare	27898	3780	10209	12896	24559	773	27490	38988	42539	870	33636	241
Department of Health Research	3430	180	1123	54	858	24	593	980	846	5	633	3
Department of Higher Education	18056	1483	15123	1184	12982	464	12452	18879	20614	412	14733	1361
Department of Investment &	909	43	956	24	1151	9	674	997	887	7	389	0

Public Asset Management												
Department of Justice	10399	304	14393	176	13296	311	10097	14648	11676	254	6161	215
Department of Land Resources	1061	21	1710	16	3453	4	3873	4717	7213	5	4552	3
Department of Legal Affairs	3106	5749	3655	38	3759	7	2816	3839	3637	38	2754	34
Department of Military Affairs	4822	1976	4823	897	3132	226	2878	4723	4989	49	12293	181
Department of Official Language	374	37	237	12	151	7	149	209	254	0	154	0
Department of Personnel and Training	16812	2526	23230	3769	19722	209	15433	21684	19522	196	11689	270
Department of Pharmaceuticals	1973	43	758	41	892	2	969	1374	1004	2	821	5
Department of Posts	51829	135	54278	86	56177	105	51222	68496	66220	93	41123	20
Department of Public Enterprises	685	13	678	6	601	1	527	638	720	0	398	13
Department of Revenue	13383	5812	8990	4039	8905	66	7910	10945	9660	70	8426	58
Department of Rural Development	4890	637	7877	568	14226	361	700458	1385496	13468	433	10353	159
Department of School Education and Literacy	22920	1175	15258	948	9750	1017	10046	17800	14324	172	9795	147
Department of Science and Technology	2401	28	6827	29	2032	23	787	1262	1182	58	741	5

Department of Scientific & Industrial Research	714	301	1548	89	555	3	1075	1421	780	1	566	0
Department of Social Justice and Empowerment	4703	1812	2505	2963	6785	51	6581	8655	8887	32	7304	83
Department of Space	448	138	233	26	385	10	232	459	316	8	227	4
Department of Sports	1139	36	1129	73	949	26	740	1035	1120	23	850	29
Department of Telecommunication s	58868	383	51418	61	47271	13	58473	69892	90709	4	50043	3
Department of Youth Affairs	685	80	493	96	596	14	394	727	440	38	402	26
Legislative Department	1301	225	738	89	793	9	533	1072	1007	26	989	0
Ministry of Coal	3863	229	3360	90	3475	8	3138	4386	4158	5	2953	1
Ministry of Ayush	3394	70	2057	194	1961	3	1965	2807	3084	0	2010	0
Ministry of Civil Aviation	15157	715	8439	459	7071	46	5082	7995	5437	119	4497	41
Ministry of Cooperation	6	338	12698	18368	35924	14	4548	6327	5672	71	3906	34
Ministry of Corporate Affairs	19854	216	16366	213	23625	46	13759	22418	12372	19	8077	56
Ministry of Culture	2262	455	1544	242	1576	100	1415	2404	2494	2	2407	11
Ministry of Development of North Eastern Region	609	7	166	6	232	0	128	205	132	0	103	0

Ministry of Drinking Water and Sanitation	2572	79	2540	449	4342	6	12576	20998	8618	114	6311	190
Ministry of Earth Sciences	683	6	397	34	320	5	206	377	252	4	156	11
Ministry of Electronics & Information Technology	9562	154	7906	77	7145	154	7761	10381	12361	31	9912	21
Ministry of Environment, Forest and Climate Change	4031	77	4214	328	4697	50	5189	7388	7360	52	5192	48
Ministry of External Affairs	18142	497	15244	1070	16786	532	13347	19866	17491	605	11540	347
Ministry of Food Processing Industries	1019	12	1750	15	540	6	346	561	478	7	312	6
Ministry of Heavy Industries	1424	10	1140	8	1023	14	962	1223	2116	1	1181	0
Ministry of Home Affairs	36173	1832	36258	2212	45641	895	50140	69356	57415	3651	48311	143
Ministry of Housing and Urban Affairs	29953	414	27939	575	24292	306	34614	65551	21471	913	15428	436
Ministry of Information and Broadcasting	5857	407	3109	284	2722	146	2654	4252	4197	10	2804	2
Ministry of Labour and Employment	92876	352	135690	498	159267	185	167942	219046	203807	3189	135473	5245

Ministry of Micro Small and Medium Enterprises	3677	147	2006	171	1918	24	8395	4830	31307	317	18858	55
Ministry of Mines	2672	25	1895	20	840	18	1038	1510	1266	31	1148	7
Ministry of Minority Affairs	1195	399	1548	143	1921	72	2174	2417	1070	64	772	59
Ministry of New and Renewable Energy	894	31	823	12	668	3	1769	2407	1967	22	1387	16
Ministry of Panchayati Raj	3889	48	5345	65	8060	9	8346	10517	11970	1108	8745	1137
Ministry of Parliamentary Affairs	3080	31	2489	17	3185	0	1650	2409	1644	5	1112	0
Ministry of Petroleum and Natural Gas	18727	231	15338	360	12365	298	16292	27595	7085	1266	13560	6895
Ministry of Power	3937	318	3663	290	3183	124	3946	5663	6358	6	8285	2
Ministry of Railways (Railway Board)	49904	348	50760	1025	55138	1096	54847	78152	64305	1849	41262	1950
Ministry of Road Transport and Highways	19917	1473	21622	1462	19606	290	22848	29532	40016	245	31097	267
Ministry of Shipping	2120	239	1096	211	1250	50	1052	1739	1258	19	943	4
Ministry of Skill Development and Entrepreneurship	2393	72	2001	102	1690	31	4662	2535	13746	42	4954	27
Ministry of Statistics and	692	77	233	38	360	6	332	495	268	8	258	0

Programme Implementation												
Ministry of Steel	2215	11	946	15	936	18	719	1277	906	1	1047	0
Ministry of Textiles	1320	21	1034	17	714	49	539	960	908	0	563	1
Ministry of Tourism	2603	33	1993	43	2329	34	2276	3257	2655	7	2032	0
Ministry of Tribal Affairs	1440	87	860	113	1450	58	1613	2057	3462	3	1495	11
Ministry of Water Resources, River Development & Ganga Rejuvenation	1937	204	1886	45	4706	32	2013	3042	2727	65	2057	26
Ministry of Women and Child Development	7108	167	4437	139	4935	127	6864	8855	6930	137	6664	8
NITI Aayog	2812	19	2667	46	3766	5	3520	4359	4024	9	2681	5
O/o the Comptroller & Auditor General of India	6670	126	11294	41	8674	68	1372	2787	2344	11	1133	29
Staff Selection Commission	7929	49	11340	1319	8859	251	2153	3707	3702	225	2027	314
Unique Identification Authority of India	11162	43	12117	268	16784	36	18388	24944	40071	754	22210	542
Total	1011765	54464	1030956	81278	1181687	21991	1815622	2990887	1358350	25917	979456	27995

Note: The prescribed timeline for redressal of public grievances on CPGRAMS was 60 days up to 22.06.2021, 45 days from 23.06.2021 to 27.07.2022, 30 days from 28.07.2022 to 23.08.2024, and 21 days with effect from 24.08.2024. Grievances disposed within timeline and pending beyond timeline have been calculated as per applicable timeline.

